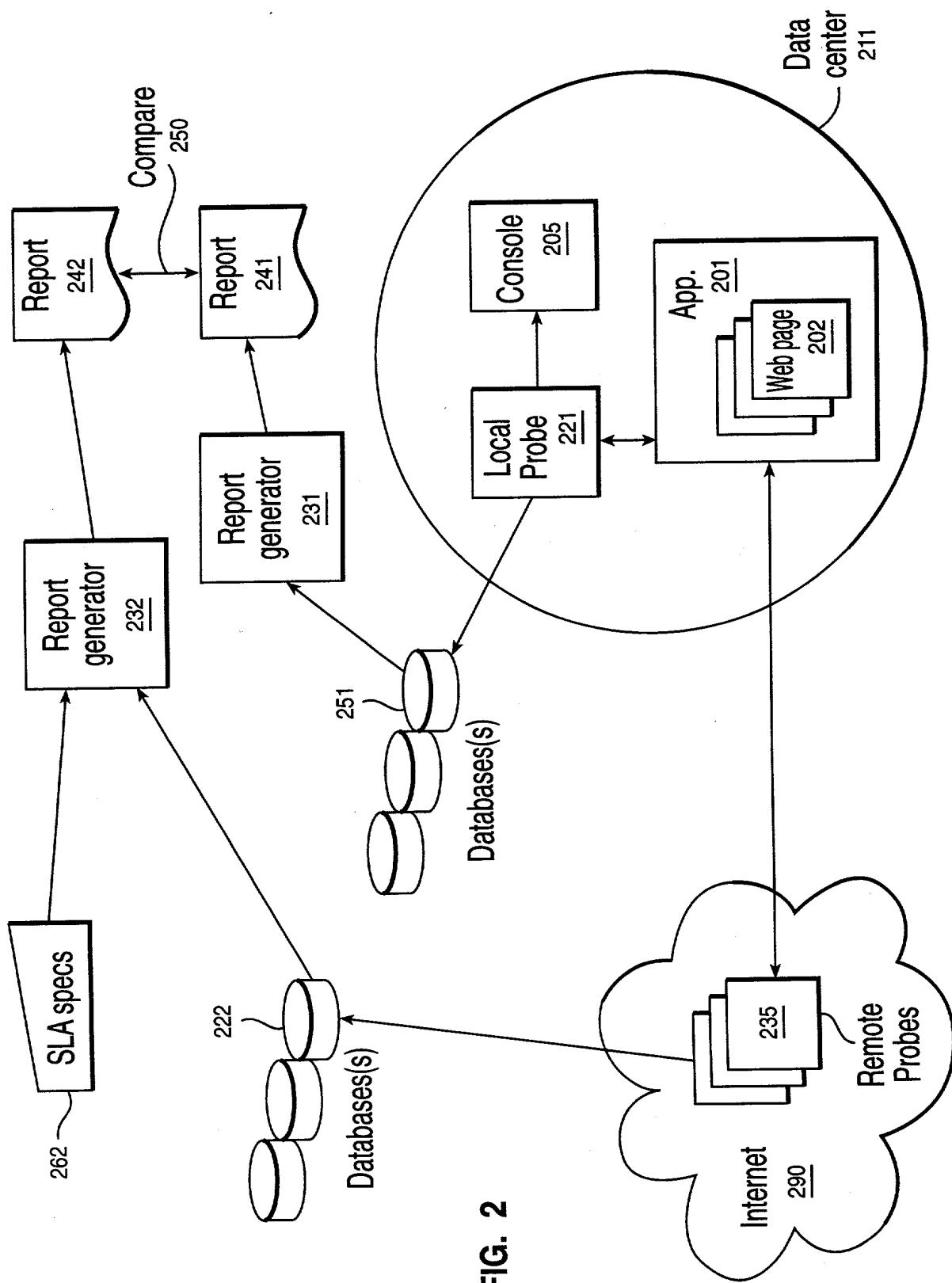


FIG. 1



A

| Time | Probe | Open URL | Select Logon | Logon | Warranty and Service Info1 |
|----------|-----------------------|----------|--------------|--------|----------------------------|
| | | 7 | 6 | 11 | 7.2 |
| 23:58:17 | Washington, DC Exodus | 4.906 | 1.953 | 29.609 | 0.281 |
| 23:57:29 | Boston, MA Exodus | 5.109 | 1.375 | 21.515 | 0.265 |
| 23:52:34 | Frankfurt, DE UUNET | 5.938 | 2.243 | 23.904 | 0.33 |
| 23:52:19 | Dallas, TX Qwest | 82.078 | 2.484 | 26.015 | 0.296 |
| 23:51:44 | Madrid, Spain UUNET | 5.687 | 2.593 | 27.781 | 0.375 |
| 23:51:05 | Boston, MA UUNET | 5.39 | 2.093 | 22.453 | 0.281 |
| 23:49:54 | Washington, DC AT&T | 5.062 | 2.187 | 22.625 | 0.281 |
| 23:49:45 | Boston, MA Qwest | 12.109 | 2.281 | 24.796 | 0.296 |
| 23:45:17 | Chicago, IL UUNET | 5.875 | 2.187 | 22.265 | 0.312 |
| 23:45:09 | Frankfurt, DE GTS | 6.406 | 2.625 | 35.484 | 0.39 |
| 23:41:24 | Chicago, IL Exodus | 7.125 | 2.14 | 23.296 | 0.281 |
| 23:39:59 | London, UK Exodus | 5.515 | 2.375 | 24.125 | 0.328 |

333

A

FIG. 3A

A 307 308 309 310 311 312 313

| | Entitlement lookup | Search Warranty | Warranty and Service Info2 | Service Support Guide | Support Home Page | Total | Availability |
|--|--------------------|-----------------|----------------------------|-----------------------|-------------------|---------|--------------|
| | 7.2 | 18 | 7.2 | 7.2 | 7.2 | | |
| | 2.265 | 11.312 | 0.437 | 0.781 | 23.171 | 74.715 | |
| | 2.078 | 11.796 | 0.687 | 0.781 | 16.968 | 61.074 | |
| | 2.113 | 12.708 | 0.901 | 0.841 | 18.827 | 67.805 | |
| | 2.312 | 11.656 | 1.031 | 0.921 | 20.171 | 146.964 | |
| | 2.484 | 11.734 | 1 | 0.89 | 25.234 | 77.778 | |
| | 1.984 | 13.156 | 0.671 | 0.906 | 17.25 | 64.184 | |
| | 2.265 | 12.265 | 0.609 | 0.796 | 17.421 | 63.511 | |
| | 2.156 | 12.312 | 0.796 | 0.312 | 23.125 | 78.683 | |
| | 2.015 | 13.703 | 0.843 | 0.828 | 18.125 | 66.153 | |
| | 2.468 | 12.14 | 1.125 | 0.89 | 25.687 | 87.215 | |
| | 2.203 | 12.453 | 0.796 | 0.812 | 18.515 | 67.621 | |
| | 2.125 | 12.125 | 1 | 0.843 | 18.359 | 66.795 | |

FIG. 3B

The diagram shows a table with annotations pointing to specific cells. The annotations are:

- 401 points to the header cell "Time (GMT)".
- 402 points to the header cell "Probe".
- 403 points to the header cell "Open URL".
- 404 points to the header cell "Select Logon".
- 405 points to the header cell "Logon".
- 406 points to the header cell "Warranty and Service Info".
- 421 points to the cell containing "23:58:02".
- 422 points to the cell containing "Raleigh".
- 423 points to the cell containing "2.19".

A dashed box labeled 'A' encloses the entire table.

| Time (GMT) | Probe | Open URL | Select Logon | Logon | Warranty and Service Info |
|---------------------|---------|----------|--------------|-------|---------------------------|
| Threshold (seconds) | | 7 | 6 | 11 | 7.2 |
| 23:58:02 | Raleigh | 2.19 | 1.37 | 2.84 | 0.36 |
| 23:38:00 | Raleigh | 2.97 | 1.26 | 4.47 | 0.35 |
| 23:18:03 | Raleigh | 2.81 | 1.25 | 4.33 | 0.35 |
| 22:58:10 | Raleigh | 2.26 | 1.36 | 7.91 | 0.36 |
| 22:38:07 | Raleigh | 3.43 | 1.32 | 3.61 | 0.35 |
| 22:15:31 | Raleigh | 2.60 | 1.37 | 8.19 | 0.35 |
| 21:53:53 | Raleigh | 2.80 | 1.25 | 5.07 | 0.36 |
| 21:33:53 | Raleigh | 2.29 | 1.25 | 6.31 | 0.35 |
| 21:13:57 | Raleigh | 2.67 | 1.36 | 3.52 | 0.35 |
| 20:54:01 | Raleigh | 6.22 | 1.26 | 3.38 | 0.37 |

FIG. 4A

A 407 408 409 410 411 412 413

| Entitlement lookup | Search Warranty | Warranty and Service Info | Service Support Guide | Support Home Page | Total | Availability to Query |
|--------------------|-----------------|---------------------------|-----------------------|-------------------|-------|-----------------------|
| 7.2 | 18 | 7.2 | 7.2 | 7.2 | | |
| 0.29 | 14.51 | 0.30 | 0.50 | 0.57 | 22.93 | |
| 0.48 | 12.49 | 0.30 | 0.50 | 0.57 | 23.39 | |
| 1.98 | 12.30 | 0.30 | 0.29 | 0.58 | 24.19 | |
| 2.16 | 12.29 | 0.30 | 0.29 | 0.60 | 27.53 | |
| 1.95 | 11.52 | 0.30 | 0.29 | 0.57 | 23.34 | |
| 1.79 | 12.70 | 0.30 | 0.50 | 0.58 | 28.38 | |
| 0.47 | 14.32 | 0.30 | 0.49 | 0.57 | 25.63 | |
| 0.49 | 11.90 | 0.30 | 0.29 | 0.57 | 23.75 | |
| 0.47 | 13.92 | 0.30 | 0.30 | 0.57 | 23.46 | |
| 1.59 | 12.73 | 0.30 | 0.31 | 0.58 | 26.74 | |

FIG. 4B

| A | Boulder | 0.83 | 4.27 | 1.40 | 2.99 | 1.05 | 0.67 |
|----------|---------|------|------|------|------|------|------|
| 05:43:09 | Boulder | 0.77 | 4.46 | 1.41 | 3.09 | 1.07 | 0.66 |
| 05:23:09 | Boulder | 0.77 | 4.44 | 1.19 | 3.09 | 1.04 | 0.67 |
| 05:03:09 | Boulder | 0.78 | 4.45 | 1.03 | 2.99 | 1.26 | 0.70 |
| 04:43:09 | Boulder | 0.71 | 4.67 | 1.36 | 3.04 | 1.24 | 0.67 |
| 04:23:10 | Boulder | 1.94 | | | | | |
| 03:58:44 | Boulder | 0.78 | | | | | |
| 03:38:44 | Boulder | 0.91 | | | | | |
| 03:18:44 | Boulder | 0.84 | | | | | |
| 02:58:44 | Boulder | 0.71 | | | | | |
| 02:38:44 | Boulder | 0.83 | 4.69 | 1.16 | 3.10 | 1.23 | 0.67 |
| 02:18:44 | Boulder | 0.83 | 4.27 | 1.52 | 3.09 | 1.06 | 0.70 |

FIG. 5A

| | | | | | | |
|--------------------|------|------|------|------|------|-------|
| 0.74 | 3.04 | 1.14 | 1.49 | 4.00 | 3.06 | 24.68 |
| 0.76 | 3.03 | 1.00 | 1.29 | 3.98 | 3.07 | 24.59 |
| 0.73 | 3.04 | 1.13 | 1.34 | 4.00 | 2.96 | 24.40 |
| 0.76 | 3.03 | 1.14 | 1.15 | 4.19 | 3.06 | 24.54 |
| 1.43 | 3.03 | 1.31 | 1.30 | 4.17 | 3.06 | 25.99 |
| Error Logon failed | | | | | | |
| Error Logon failed | | | | | | |
| Error Logon failed | | | | | | |
| Error Logon failed | | | | | | |
| Error Logon failed | | | | | | |
| Error Logon failed | | | | | | |
| 1.04 | 3.04 | 0.99 | 1.16 | 4.19 | 2.97 | 25.07 |
| 1.08 | 3.03 | 1.29 | 1.31 | 4.18 | 2.96 | 25.32 |

FIG. 5B